



November 9, 2017

VIA ELECTRONIC FILING

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20054

Re: Notice of Ex Parte Communication, *In the Matter of Advanced Methods to Target and Eliminate Unlawful Robocalls*, CG Docket No. 17-59.

Dear Ms. Dortch:

On Tuesday, November 7, 2017, Stuart Discount, CEO of the Professional Association for Customer Engagement ("PACE"), James Blitz and Mark Moran from Sirius XM Radio Inc., Karl Koster of Noble Systems Corporation, and Michele A. Shuster, General Counsel to PACE, met with Zenji Nakazawa, Public Safety and Consumer Protection Advisor to Chairman Pai, at the Federal Communications Commission ("FCC" or "Commission") regarding the Commission's recent activities to target and eliminate unlawful calls.

During the meeting, PACE discussed the impact of the dramatic increase in call blocking and labeling recently seen by legitimate businesses and non-profits who use telephone calls to communicate with consumers. Such programs developed following the Commission's 2015 Declaratory Ruling & Order which granted a limited exemption from the carriers' call completion obligations to allow call blocking at the request of the subscriber with the subscriber's informed consent.¹ Following this exemption, carriers and carrier-partnered mobile applications have blocked or labeled billions of calls without well-developed procedures for mitigation of unintended effects on legitimate calls. As a result, a number of PACE members have experienced sudden and significant decreases in call answer rates.² Such reductions indicate that call blocking and labeling programs are stifling legal and legitimate communications and inadvertently disrupting the ubiquity of the national telecommunications infrastructure.

PACE described industry efforts to further develop strategies to reduce illegal calls while protecting legal communications. One of these efforts is the PACE-led Communication Protection Coalition ("CPC"). The CPC brings together stakeholders across the entire telecommunications ecosystem, including, businesses, technology developers, carriers, analytic companies, consumer groups and non-profits. PACE urged the

¹ Declaratory Ruling and Order, *In the Matter of Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991*, CG Docket No. 02-278, WC Docket No. 07-135, 30 FCC Rcd. 7691, ¶ 160 (July 10, 2015) ("2015 Order").

² PACE members report about a 25% reduction in call answer rates. Such a reduction significantly harms business' profitability and, in some cases, survival. Consumers are also harmed because lawful calls are being labeled or blocked without authorization.

Commission to allow industry efforts, such as CPC, to continue working over the next several months to develop best practices that the Commission could consider when formulating rules and regulations to protect legal communications. Additionally, PACE asked that the Commission take no action to impede progress on technology solutions such as SHAKEN & STIR.

Enclosed herewith is a copy of the meeting agenda distributed to Mr. Nakazawa.

Pursuant to 47 C.F.R. § 1.1206(b), the undersigned files this notice electronically in the above referenced docket.

Sincerely,

A handwritten signature in blue ink, reading "Michele A. Shuster". The signature is fluid and cursive, with the first name "Michele" and last name "Shuster" clearly legible.

Michele A. Shuster, Esq.
General Counsel
Professional Association for Customer Engagement
Partner, Mac Murray & Shuster LLP

Enclosure